

## Environmental Sustainability online – FAQs

### 1) How do I sign in?

To sign in, for 'Email' use your Exeter username e.g. abc123 together with the Exeter domain so it looks like [abc123@exeter.ac.uk](mailto:abc123@exeter.ac.uk)

The password is 'exeter'.

[Go to the Environmental Sustainability \(online course\)](#)

### 2) What is the minimum specification for my PC?

- Windows XP, Windows Vista, Windows 7, Mac OS X 10.6
- 128MB free RAM
- 100MB free hard disk space
- 32-bit colour graphics card
- 1024 x 768 screen resolution
- Sound card and speakers or headphones (for courses with audio only)
- Keyboard and mouse

### 3) Which browser should I use? Below is a list of recommended browsers. If you can't launch your e-course please try an alternative browser.

- Internet Explorer version 7 or later (MS Windows only)
- Firefox version 4 or later
- Safari version 5 or later
- Client-side JavaScript enabled
- Flash Player version 7 or later installed.

### 4) I can't get my e-course to launch

Please check the following settings on your computer as they may be preventing your e-course from launching.

#### **Popup Blockers**

e-Learning courses will not launch until popup blockers are disabled. Disable your popup blockers by using your browser's "Tools" tab. If you use a search engine toolbar, be sure to disable that popup blocker as well.

#### **Internet Security Settings**

Again using the "Tools" tab, choose "Internet Options". Click on the "Security" tab and make sure your internet security level is set to medium.

### 5) How long does the e-course take to complete

The average completion time is 45 minutes

**6) If I am interrupted whilst taking the e-course can I go back to it later?**

Yes the course will bookmark your place and give you the option of returning to that place the next time you open the course.

**7) Can I access this e-course using an iPad?**

This e-course requires Adobe Flash Player (v.7 or later). It will not work on I pads or other mobile devices as they do not support Flash.

**8) I don't have any headphones**

These are available from Staff Learning and Development, Room 362, Northcote House

**9) What's the pass score**

You must achieve 80% or more to achieve a pass and therefore be classed as having completed the course. You can take the course quiz as many times as required.